

# Accreditation Process

(all members must pass)



## All Accredited Installers must, as a minimum:

- ✓ Undergo a five point credit and background history check on the proprietors/directors which includes multiple Phoenix checks, credit scores, CCJ checks and similar trading name checks.
- ✓ Provide HIES with a copy of their most recent accounts to prove financial stability.
- ✓ Provide HIES with a list of the last 6 months' customer installs. HIES will choose 10 customers, at random, to whom to send the Consumer Satisfaction Questionnaire.
- ✓ Provide HIES with details of a minimum of 3 key suppliers who can be independently approached for quality assurance purposes.
- ✓ Provide HIES with proof of MCS membership (only required when installing Small-scale Heat and Power Generators).
- ✓ Provide HIES with a copy of any sample quotation documents and any pre-contractual documents.
- ✓ Provide HIES with a copy of any Consumer Contracts including Terms and Conditions.
- ✓ Provide HIES with a copy of all guarantee/s for all products installed.
- ✓ Provide HIES with a copy of its Complaints Process and Nominated Complaints Handler.
- ✓ Provide HIES with proof of FCA registration (only required if using a finance facility).
- ✓ Provide HIES with a copy of their current Health and Safety Policy.
- ✓ Provide HIES proof of a) £2m Public Liability policy b) £10m Employer's Liability policy.

## Annual Vetting

To ensure continued consumer satisfaction HIES has produced a comprehensive Member Performance Monitoring process. This monitors many aspects of the consumer experience and HIES members' adherence to all aspects of the Scheme Rules and Code of Practice. The three methods HIES will use are:

- ✓ Annual membership audit
- ✓ Monthly monitoring of customer complaints
- ✓ Quarterly monitoring of customer satisfaction surveys



*"I strongly recommend you use a member of HIES"*

Nick Ross  
(former BBC Watchdog & Crimewatch Presenter)

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The Home Insulation & Energy Systems Quality Assured Contractors Scheme is a Company Limited by Guarantee.  
Registered Address: Astley House, 29 Queens Road, Chorley, Lancashire, PR7 1JU. Registered in England (Company Number 07972075).



**hies**  
Home Insulation & Energy Systems  
Quality Assured Contractors Scheme



# Why you should always use a HIES member

- Solar PV & Solar Thermal
- All Renewable Technologies
- All Types of Home Insulation
- All Types of Boilers (including Biomass)
- Extensive Consumer Protection





# Protect Your Investment By Using A HIES Installer



# Check You Are Protected!



“I think it’s vitally important that consumers protect themselves.”

Nick Ross (HIES Ambassador)

## What Is HIES?

## Who Are Ombudsman Services & What Do They Do?

The Home Insulation & Energy Systems Contractors Scheme (HIES) is a consumer protection organisation covering the installation of renewable energy products. HIES ensures that consumers are dealt with professionally, courteously and sympathetically. Any products installed by HIES members must be fit for purpose, installed professionally and come with comprehensive guarantees which are covered by specialist insurance providing consumers with a high level of protection.

HIES also believes that consumers should have **FREE** access to robust dispute resolution and therefore provides consumers with **FREE** Mediation, **FREE** Independent Inspections to assist with installation or product malfunctions (at HIES discretion) and **FREE** access to an independent Ombudsman to help resolve any issues that may arise.

To that end, the HIES Scheme Rules & Code of Practice is a stringent set of rules that members must adhere to at all times in their dealings with consumers, our Code is approved by The Chartered Trading Standards Institute.

The Scheme’s ambassador is Nick Ross (former BBC Watchdog & Crimewatch presenter).



Lewis Shand Smith, Chief Ombudsman

HIES has appointed Ombudsman Services to investigate and resolve any disputes between HIES members and their customers that may not have been resolved at an earlier stage.

Ombudsman Services are the UK’s leading independent multisector ombudsman and are approved by the appropriate regulatory bodies to provide redress schemes. Ombudsman Services provide independent dispute resolution and run national, private sector ombudsman schemes including the communications, energy, property, copyright licensing sectors and the Green Deal. Ombudsman Services currently employ more than 500 people at its Head Office based in Warrington.

### Ombudsman Services:

- Provide an independent, impartial and completely free service to consumers to help resolve disputes between HIES members and consumers who are interacting with them.
- Are independent of members & consumers and will make a decision believed to be just and fair in the circumstances.
- Can make financial awards for loss, distress, inconvenience or breach of contract (the maximum amount of compensation that can be awarded is £100,000) which HIES will enforce.
- Resolve disputes without the need to go to court and the service is entirely free of charge to consumers.

To contact Ombudsman Services Tel: 0330 440 1634

### Products HIES Scheme Protects:\*

- Air Source Heat Pumps
- Biomass Boilers
- Biomass Room Heaters (with Radiators)
- Cavity Wall Insulation
- Chillers
- Cylinder Thermostats
- Draught Proofing
- Duct Insulation
- External Wall Insulation Systems
- Fan-Assisted Storage Heaters
- Flue Gas Heat Recovery Devices
- Gas-Fired Condensing Boilers
- Ground Source Heat Pumps
- Heating Controls (for Wet Central Heating System and Warm Air System)
- Heating Ventilation and Air-Conditioning Controls (including Zoning Controls)
- High Performance External Doors
- Hot Water Controls (including Timers and Temperature Control)
- Hot Water Cylinder Insulation
- Hot Water Showers
- Hot Water Systems
- Hot Water Taps
- Internal Wall Insulation Systems (for External Walls)
- Lighting Systems, Fittings and Controls (including Rooflights, Lamps and Luminaires)
- Loft or Rafter Insulation (including Loft Hatch Insulation)
- Mechanical Ventilation with Heat Recovery Systems
- Micro Combined Heat and Power
- Micro Wind Generation
- Oil-Fired Condensing Boilers
- Pipework Insulation
- Radiant Heating
- Replacement Glazing
- Roof Insulation
- Room In Roof Insulation
- Sealing Improvements (including Duct Sealing)
- Secondary Glazing
- Solar Blinds, Shutters and Shading Devices
- Solar Photovoltaics
- Solar Water Heating
- Transpired Solar Collectors
- Under-Floor Heating
- Under-Floor Insulation
- Variable Speed Drives for Fans and Pumps
- Warm-Air Units
- Waste Water Heat Recovery Devices Attached to Showers
- Water Source Heat Pumps

\* NOTE: The scheme does not cover commercial contracts or supply only contracts (for example, where the customer has arranged their own fitting team for the installation).

## Benefits To Consumers Using A HIES Member:

- ✓ HIES Code of Practice is approved by Chartered Trading Standards Institute
- ✓ HIES Scheme is fully endorsed by Nick Ross (former BBC Watchdog & Crimewatch Presenter)
- ✓ Fully Vetted and Accredited Installers
- ✓ Free Consumer Advice Line: 0800 505 3412
- ✓ Free Deposit & Stage Payment Protection (up to 25% of the contract value)
- ✓ Free Insurance Backed Guarantee (for every customer)
- ✓ Free Mediation (to help fully resolve any disputes should they arise)
- ✓ Free Independent Inspections (to assist with installation/product defects at HIES discretion)
- ✓ Free access to an independent Ombudsman (to conclude disputes without incurring legal fees or costs)
- ✓ All members installing products covered by the Feed-in Tariff (FITs) will be MCS registered

## Why I strongly recommend using a HIES member....

“With HIES you get accredited installers, independently backed guarantees (even if the firm refuses to help you or goes out of business), free access to industry inspectors at HIES discretion, professional mediators and – if you’re unsatisfied – a highly regarded Ombudsman Service who can settle your dispute with the power of the law behind them. There are lots of confusing trade association logos in the building and home improvement sectors, but few offer complete consumer protection. HIES is the real deal. And you don’t pay extra for the safeguards.”

Nick Ross

(Former BBC Watchdog and Crimewatch presenter).



Real consumer protection

## What You Will Receive When Placing An Order With A HIES Member?

Once you have signed a contract with a HIES member, the installer should register your details with HIES.

HIES will issue to you:-

- Customer Registration Certificate
- Documents protecting your deposit
- Documents protecting your guarantee
- Customer Survey and pre-paid envelope (to continually monitor a member’s performance)



If you don’t receive your documentation within 5 working days then call:-

**0800 505 3412**  
(freephone)

## Check You Are Registered With HIES!

Follow these three simple steps:

1. Go to [www.hiesscheme.org.uk/jobfinder](http://www.hiesscheme.org.uk/jobfinder)
2. Enter your Surname
3. Enter your Postcode



OR Contact:

**0800 505 3412**  
(freephone)

OR

[info@hiesscheme.org.uk](mailto:info@hiesscheme.org.uk)

NOTE: If you are not registered within 5 days of placing your order with your installer, please contact HIES for assistance.

To verify your installer is currently a member please call:

**0800 505 3412** or visit [www.hiesscheme.org.uk](http://www.hiesscheme.org.uk)  
(freephone)